

***Customs & Border Protection (CBP): Securing America's Borders***

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders.

**At U.S. Customs and Border Protection, we:**

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see <http://www.cbp.gov>.

Joining Customs & Border Protection will allow you to use your expertise to analyze and advise management on a wide range of program activities which will impact the total Customs Agency. Apply for this exciting opportunity to strengthen the Department's ability to perform homeland security functions by developing policies, conducting special studies, and providing technical assistance. This position has a starting salary of \$63,091(GS-11, step 1) with a promotion potential to \$98,305.00 (GS-12, step 10).

**Who May Apply:**

Current Federal employees with competitive status;

Current and former Federal employees who meet the established criteria in an Office of Personnel Management Interchange Agreement;

Former Federal employees with reinstatement eligibility;

Veterans who are preference eligibles or who have been separated under honorable conditions after 3 years or more of continuous service will receive consideration under the Veterans Employment Opportunity Act (VEOA);

Individuals who are eligible under a Special Appointing Authority. Please see the "Special Appointing Authority" paragraph in the "Other" section of this vacancy announcement.

For definitions of terms found in this announcement, please see [http://www.dhs.gov/xabout/careers/gc\\_1303762131481.shtm](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm).

**Organizational Location:** This position is located within U.S. Customs and Border Protection, Office of Field Operations, Planning, Program Analysis and Evaluation Directorate, Audits and Self Inspection Division, Washington, DC.

One or more selections may be made using this job opportunity announcement.

Travel Required: Occasional Travel

Travel Description: You may be required to travel.

Relocation Authorized: No

You must be a U.S. Citizen to apply for this position

You may be required to pass a background investigation

Males born after 12/31/1959 must be registered with Selective Service

You may be required to pass initial and random drug testing

This position supports audits of U.S. Customs and Border Protection (CBP), Office of Field Operations (OFO) activities conducted by the Government Accountability Office (GAO), various Office of Inspectors General (OIGs) and other CBP offices. Typical work assignments include:

- Gathering, compiling, analyzing, and submitting information in response to auditor inquiries.

- Tracking the completion of recommendations made to OFO by auditing entities.

- Drafting executive summaries, high level issue papers, talking points, and briefing documents for senior Department of Homeland Security (DHS), CBP, and OFO management officials regarding audit findings, audit recommendations, and the impact of audits to OFO operations and processes.

- Identifying systemic deficiencies and recommend development and improvement of policies, procedures and processes as a result of audit findings.

**GS-11:** You qualify at the GS-11 level if you possess one (1) year of specialized experience that equipped you with the skills needed to perform the job duties. Examples include conducting studies of clerical work processes to identify, analyze, and recommend solutions to problems in organizational structure, staffing, administrative procedures, work processes, or workload distribution; and using qualitative and quantitative analytical techniques such as literature searches, work measurement, task analysis and job restructuring, productivity charting, staff to workload ratios, organization design, space planning, questionnaires, flowcharting, graphing, and statistics to assess factual or procedural issues related to management processes, systems and mission support programs.

**GS-12:** You qualify at the GS-12 level if you possess one (1) year of specialized experience that equipped you with the skills needed to perform the job duties. Examples include conducting studies, analyzing findings and making recommendations on substantive operating programs (e.g., passenger processing); conducting detailed analyses of complex functions and work processes such as production standards, workloads, and appropriate staffing levels; developing guidance on management evaluation techniques; and developing manuals and directives covering the administrative aspects of field operations.

#### **SUBSTITUTION OF EDUCATION FOR EXPERIENCE:**

**GS-11:** Successful completion of a Ph.D. or equivalent doctoral degree, or 3 full years of progressively higher-level graduate education leading to such a degree in an accredited college or university, may be substituted for experience at the GS-9 grade level. Such education must demonstrate the skills needed to do the work. A course of study in business administration, public administration, or related fields is qualifying. One year of fulltime graduate education is considered to be the number of credit hours that the school attended has determined to represent 1 year of full-time study. If that information cannot be obtained from the school, 54 semester hours should be considered as satisfying the 3 years of full-time study requirement.

**Note:** There is no education substitution for the GS-12 grade level.

**Combining Experience and Education:** Appropriate combinations of successfully completed post-high school education and experience also may be used to meet total qualification requirements for the GS-11 grade level. To combine your education and experience, you must convert each to a percentage and then add the percentages. The combined total of your percentage of education and experience must equal at least 100% in order to qualify. If your education is currently described in quarter hours, convert the quarter hours into semester hours by multiplying the quarter hours by the fraction 2/3. To calculate your percentage of graduate education, divide the number of graduate semester hours by 18. To determine your percentage of qualifying experience, you must divide your total number of months of qualifying experience by the required number of months of experience. Add your percentages of education and experience.

#### **You must:**

- Meet all qualification requirements, including education, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service) by Tuesday, October 21, 2014.

**Residency:** If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for the last three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity; or
3. Been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, church overseas missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

**Background Investigation:** To ensure the accomplishment of our mission, CBP requires every employee to be reliable and trustworthy. To meet those standards, selected applicants may be required to undergo, and must successfully pass, a background investigation for placement into this position. This may include a review of financial issues and disclosure regarding criminal offenses and illegal use or possession of drugs. Entry into this position may require that you successfully pass a polygraph examination. For more information, please see: [http://www.cbp.gov/xp/cgov/careers/apply/mandatory\\_back\\_invest.xml](http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml).

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see [View Occupational Questionnaire](#).

**Knowledge, Skills, Abilities and Other Characteristics (KSAOs):**

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

Knowledge of analytical tools and methodology for management issues and programs

- Interpersonal and administrative skills
- Ability to plan, organize and direct cross-organizational teams

Effective oral and written communication

**Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program**

**(ICTAP)eligibility:** If you have never worked for the federal government, you are not ICTAP/CTAP eligible. Information about ICTAP/CTAP eligibility is on the OPM's Career Transition Resources website at:

[http://www.opm.gov/Reduction\\_In\\_Force/employee\\_resources/ctap/Employee-Guideline\\_CTAP.asp#3a](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a). To be considered well qualified under ICTAP/CTAP, you must be rated at a minimum score of 85 for this position. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to (478) 757-3144. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](#) using OPM Form 1203-FX [http://www.opm.gov/Forms/pdf\\_fill/OPM1203fx.pdf](http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf), and the official fax cover sheet: <http://staffing.opm.gov/pdf/usascover.pdf>. Please include job opportunity announcement ID 1226629 and provide your SSN, name, and address using the exact name you used when you filled out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents.

**Applications and supporting documentation will not be accepted by mail or email.** The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 Eastern Standard Time on Tuesday, October 21, 2014**

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/YY). Your resume should also contain your full name, address, phone number, email address, and your work schedule and salary.
- **Your responses to the job questionnaire** [View Occupational Questionnaire](#)
- **Are you qualifying based on education?** Submit a copy of your college transcript (unofficial is acceptable) or a list of coursework with hours completed. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)?** You must submit a separation notice; SF-50B; a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Are you a veteran?** If you are applying under a special veteran appointing authority, you must submit a DD 214 (Member Copy 4) and a VA Disability Award letter dated 1991 or later (if applicable). Current federal employees applying under the VEOA authority must submit a qualifying SF-50B to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a written statement from the armed forces certifying that you are expected to be discharged or released from active duty service under honorable conditions. If you apply with a written statement at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military. Veterans preference points are not applicable to Merit Promotion announcements; veterans documentation is required only to verify eligibility.
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards.

**It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate.** Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts at: <https://my.usajobs.gov/Account/NotificationSettings.aspx>. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

DHS offers competitive starting salaries and an attractive benefits package, including: health insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, life and long-term care insurance, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to [www.dhs.gov/careers](http://www.dhs.gov/careers) and select "Benefits".

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

**Special Appointing Authority:** Veterans, military spouses, Peace Corps/VISTA volunteers, and people with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility and to understand what documentation would be required with your application, please click on the appropriate link below.

- Veterans: <http://www.fedshirevets.gov/index.aspx>
- Military spouse: <http://www.fedshirevets.gov/job/shams/index.aspx>
- Individuals with Disabilities: <http://www.opm.gov/disability/PeopleWithDisabilities.asp>
- Peace Corps/VISTA and other miscellaneous hiring authorities:  
[http://www.opm.gov/hr\\_practitioners/lawsregulations/appointingauthorities/](http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/)

Separate referral lists will be generated for applicants eligible to be appointed under a non-competitive special appointing authority. You must provide documentation supporting your eligibility prior to the closing date of this announcement (please see "Required Documents"). If you have any questions regarding your eligibility, please contact the Human Resources Specialist listed at the end of this job opportunity announcement.

**Probationary Period:** All employees new to the federal government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

**Bargaining Unit:** This position is not covered under the bargaining unit.

**CBP uses E-Verify** to validate all newly hired applicants' ability to work legally in the United States. To learn more about E-Verify, please follow this link: <http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=75bce2e261405110VgnVCM1000004718190aRCRD&vgnnextchannel=75bce2e261405110VgnVCM1000004718190aRCRD>.

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/CustomsBorder)

**Please view the video "Protecting America 24/7" to learn more about CBP's Office of Field Operations:**

[http://cbpapps.cbp.dhs.gov/ofo/2011/protecting\\_america/pro\\_america.wmv](http://cbpapps.cbp.dhs.gov/ofo/2011/protecting_america/pro_america.wmv)